

DTS Technology Advisory Board September 28, 2005

Attendees: Marvin Dodge, Myron March, Stephen Hess, Martin Frey, Ed Ekstrom, Steve Fletcher, Tani Downing

Guests: Greg Mead, William Shiflett, Randy Hughes, Mark Burns, Chris Parker, Daniel Frei, Lisa R Roche (Deseret News), Ken Elliott, Larene Wyss, Greg Gardner, Jolet Olsen, Jim Masumura, Dave Burton, Lloyd Johnson,

Excused: Representative David Clark

Steve Fletcher welcomed the group and thanked them for their participation. Steve reviewed the action item from the last meeting which included copies of the Transition Team charters to the Advisory Board members and the Human Capital plan has been completed. He then asked for approval of the August 24, 2005 meeting minutes, Tani Downing motioned for approval, Ed Ekstrom seconded the motion and the group approved.

Board Role

Steve Fletcher discussed what the board was designed to accomplish and that it is an open and public meeting. Steve then asked Mark Burns, Attorney General's Office, for explanation on the public meeting act and how that will affect the board. He mentioned that the public doesn't have a right to participate in the meeting but they do have the right to be notified of the meeting. Ed Ekstrom asked for a broader definition of the board as described in the statute. Mark Burns said that there are six specific goals in HB109: development and implementation of the state's information technology strategic plan, critical information technology initiatives for the state, the development of standards for state information architecture, identification of the business and technical needs of state agencies, the department's performance measures for service agreements with executive branch agencies and subscribers of services, and the efficient and effective operation of the department. Ed Ekstrom said that his view of the board is to help the Department with the items spelled out in the legislature in a more detailed manner. Steve then explained that at the time a draft document is presented to this body it would become public and some of this information may not be for

public consumption. Martin Frey said that if there is not a full quorum then items could not be voted on. He mentioned that sub-committees can be used for these types of meetings. Stephen Hess asked if there could be closed meetings. Mark Burns said yes, you can close a meeting but not because the board would be discussing items that are not public. Tani Downing suggested that Mark Burns and Steve Fletcher meet with the Legislators that drafted the bill and get specific direction on this issue and how they want the Board to proceed. Ed Ekstrom said that he was in agreement with Tani on this; he also suggested that solutions be taken to the meeting, i.e. sub-committee meetings prior to the Board meeting. Mark Burns said that using sub-committees could be used and then if that doesn't work to solve the specific issue(s), then take that issue(s) to the Legislators. Myron March said that there could be a broader scope to close the meeting. Mark Burns gave the different reasons that a meeting could be closed including discussion of the character, professional competence or physical or mental health of an individual, sessions to discuss collective bargaining, sessions to discuss pending or reasonably imminent

litigation, sessions to discuss the purchase, exchange or lease of real property, sessions to discuss the sale of real property, discussion regarding deployment of security personnel, devices or systems, or investigative proceedings regarding allegations of criminal misconduct. Marvin Dodge asked what the value of the Board is, if they can't discuss sensitive items. Steve Fletcher said that the Board is valuable and the input is needed. Mark Burns said that if there is proprietary information then it could be discussed in a sub-committee meeting. Martin Frey motioned that we present to the Interim Committee how items relating to personnel issues and the organizational structure should be presented to the Advisory Board, seconded by Ed Ekstrom and the group approved. Myron March offered a second motioned that items for discussion come before the Board as a draft. Tani Downing amended the motion to have items for review and decision by the board, which is not informational, be presented in draft form, Ed Ekstrom seconded the motion and the group approved.

ACTION: The Board asked for a listing of Reports and the due dates to the Legislature.

Election of Chair

Steve Fletcher explained that the board must have a chair and asked for nominations. Marvin Dodge motioned to nominate Ed Ekstrom as Chair of the Board, Tani Downing seconded the motion and the group approved.

DTS Status Update

Steve Fletcher gave a status on the DTS transition. He said that business processes must not be broken. All IT employees have been identified and these employees will be brought into the agency. Baseline data will be gathered to put together rates and service agreements. The same level of service will be provided until the new department is in effect and then service levels will be increased. In October, IT employees will be loaned to DTS, which will help in gathering the baseline service data. In January, legislation will be drafted to increase the FTE count for DTS. DTS would then bill back to the agencies for each employee, based on the data gathered. The business requirements will be identified and then put in to process. Steve then asked for the key Transition Team leaders to give an update on their service area.

Transition Team Updates

Organization: Greg Gardner discussed the Organization Transition Team providing the team membership, assignment and activities for each phase of the transition. Tani Downing asked if the strategic plan is the same thing as the IT plan. Steve Fletcher said that is what was intended. Steve asked for feedback from the group on the strategic plan. It was determined that a draft strategic plan be put together, then a stakeholder meeting would then be held. Steve then explained how the budget process is working for DTS. Greg also discussed the conceptual design, which will be a model for the department. Tani Downing requested that the strategic plan have some sort of agency advocate. She said that she thinks that there will be a problem with federal funding paying for efficiencies in other departments and this could cause problems.

Service Level Management: Lloyd Johnson explained that this area covers five service areas and there will be agreements in place by January for all agencies. All service level information is being collected along with service level needs from the agencies. This information will be verified by all agencies because of specific business processes. Rates

will be included in July 2006 in the service level agreements. There will be evolution of specific areas such as service desk help, reporting, etc.

Administration: Ken Elliott explained the administrative infrastructure that is required to support DTS on day one. He said that one of the items that are severely outdated is the rate structure and this area will change. He mentioned that this needs to be reportable and controllable. Steve Hess said that he applauds this radical departure from the current system. Martin Frey asked about outsourcing of some of these rates, i.e. purchasing computers at a competitive price. Steve Fletcher said that this will be looked at and closely aligned with the private sector.

The next meeting was set for October 24, 2005 at 3:30.